MPT&E To-Be Operating Model

HQ

Executive Leadership: Governance and Oversight

N-Codes

Requirements

Communities of Expertise (CoEs)

MPT&E Business Lines

Force Development

Training and Education

Recruiting/Talent Acquisition

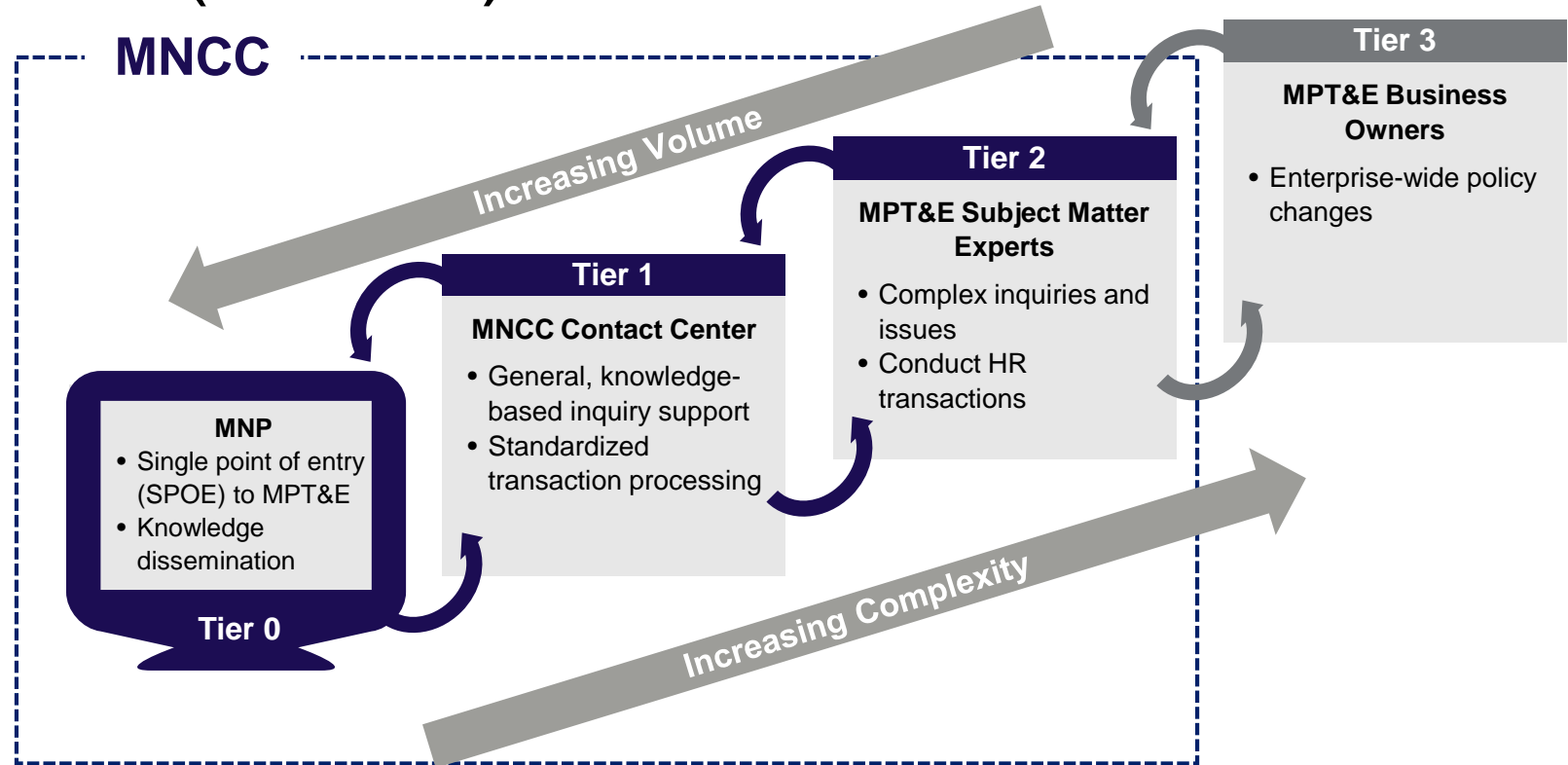Leadership Development

Integrated Production Mgmt

Force Management

Manpower Requirements

Community Management

Performance Management

Integrated Production Mgmt

Resilience

Comp and Benefits

Career Management

Requirements

Enterprise Support

Data and Knowledge Management/Analytics*

Compliance*

HR Technology

Financial Management

Business Optimization and Innovation*

Workforce Research*

Contracting Support*

Customer Engagement*

External Factors

Law

Regulation

Policy

Fleet Needs

Customer Needs
Sailors
Families
Commands

Directs

Tiered Services

Contact Center & Shared Service Center

MyNavy Career Center

MyNavy Portal
Self-Service via Portal / Mobile Access

- 24/7 access
- Self-Service including:
  - Routine personnel transactions and inquiries
  - Policy and program inquiries
  - Basic pay transactions
  - E-learning
  - Performance Management
  - Data access/reporting

Customer Service Support

- Portal and Online Tools Support
- Transfers and Moves (Orders)
- Travel
- Pay and Benefits Transactions
- Records Management
- Policy, Process, and Program Inquiries/Support

- Personal and Job Related Data
- Student Control
- Learning Administration
- Complex Transactions (exceptions)
- Officer Accession Selection (OTC)

HR Service Delivery Business Architecture (OV1)

CUSTOMERS

Recruits	Sailors Deployed	Commanding Officers	Reservists	Families
Veterans	Sailors Home Station	HR Professionals	Leadership	External Entities

HR PROFESSIONAL WORKFORCE

SHORE BASED DELIVERY

Single Point of Entry Channels

Phone | Chat | Portal | Apps | Text | Mail | Cognitive | Email | Fax

DEPLOYED FORCES DELIVERY

HR ORGANIZATIONAL ROLES

HUMAN RESOURCES CAREER PATH & DEVELOPMENT CONTINUUM

HUMAN RESOURCES COMMUNITY OF PRACTICE

- HR Support Specialists
- Centralized Customer Service Center
- HR Case Managers
- HR Program & Policy Managers

INTEGRATED SPoE
Tier Zero - Customer Initiated Service through Single Point of Entry

IDENTITY & ACCESS MANAGEMENT	INFORMATION ARCHITECTURE	CONTENT MANAGEMENT & COLLABORATION	SERVICE DELIVERY / CUSTOMER RELATIONSHIP MANAGEMENT	APPLICATION INTEGRATION

SERVICE MANAGEMENT

- CUSTOMER EXPERIENCE
- QUALITY ASSURANCE
- PERFORMANCE MANAGEMENT
- KNOWLEDGE MANAGEMENT
- POLICIES / PROGRAMS
- PROCESS IMPROVEMENT
- SUBJECT MATTER EXPERTISE
- BEST PRACTICES
- AUDIT READINESS

CUSTOMER INTERACTION & SERVICE DELIVERY

Increasing Complexity

Increasing Volume

TIER ZERO
SELF-SERVICE PORTAL

TIER ONE
MYNAVY CAREER CENTER CONTACT CENTER

TIER TWO
HR SUBJECT MATTER EXPERTS & TRANSACTIONAL SUPPORT

TIER THREE
PROCESS OWNERS & POLICY SUBJECT MATTER EXPERTS

FACE TO FACE
REGIONAL & FIELD-LEVEL SUPPORT

SERVICE CAPABILITIES

- CASE MANAGEMENT
- PROCESS AUTOMATION
- ELECTRONIC FORMS, WORKFLOW, & DIGITAL SIGNATURE
- DIGITAL ASSET SERVICES
- SUPPORT SERVICES
- BUSINESS MGMT SERVICES
- BACK OFFICE SERVICES
- BUSINESS ANALYTICS

- Face-to-Face Delivery Organizations
- HR Customer Service Specialists
- Program Management
- Policy Formulation & Resourcing

CAREER AND LIFE EVENTS
Business Process driven functionality to support the Lines of Business

JOIN THE NAVY	NEW TO THE NAVY	ADVANCEMENT AND PROMOTION	ASSIGNMENT, LEAVE, TRAVEL	CAREER PLANNING	DEPLOYMENT & MOBILIZATION	PAY & BENEFTIS	PERFORMANCE	RETIREMENTS & SEPARATIONS	SAILOR & FAMILY SUPPORT	TRAINING, EDUCATION, QUALIFICATIONS

AUTHORITATIVE DATA ENVIRONMENT
Access to the right information from the appropriate source to meet the business process data needs

DATA GOVERNANCE	OPERATIONAL DATA	BUSINESS INTELLIGENCE	MODELING	ANALYTICS

ENTERPRISE INFRASTRUCTURE

FACILITIES	CRM	TELEPHONY	CLOUD DATA CENTER	HR SYSTEMS	NETWORKS

MyNavy Career Center (MNCC)

MNCC is a **critical** component of the Navy's ongoing effort to **modernize and transform** its Manpower, Personnel, Training, & Education Enterprise. MNCC is comprised of:

MNCC

Increasing Volume

Increasing Complexity

Tier 0

MNP
- Single point of entry (SPOE) to MPT&E
- Knowledge dissemination

Tier 1

MNCC Contact Center
- General, knowledge-based inquiry support
- Standardized transaction processing

Tier 2

MPT&E Subject Matter Experts
- Complex inquiries and issues
- Conduct HR transactions

Tier 3

MPT&E Business Owners
- Enterprise-wide policy changes

MNCC continues to improve Sailor experience in the following ways:

Sailor Self-Service: Allows Sailors to perform routine actions or access information without interacting with an agent or third party

Sailor Facing: Improvements in functions in which Sailors interact on a daily basis with either an MNCC or

Sailor Impact: Include infrastructure improvements or back office enhancements

Sailor Feedback: Provides Sailors with an avenue to supply feedback on their MNCC experience, thus helping to improve MNCC

MNCC Overview (cont.)

What is MNCC?

MNCC is a Shared Services organization that includes a self-service online portal (MyNavy Portal), a centralized Contact Center, and Shared Transactional Support Centers. The key components driving MNCC are the online portal, telephony, Customer Relationship Management (CRM), labor, facilities, and the personnel and pay processes currently performed by Personnel Support Detachments (PSDs).
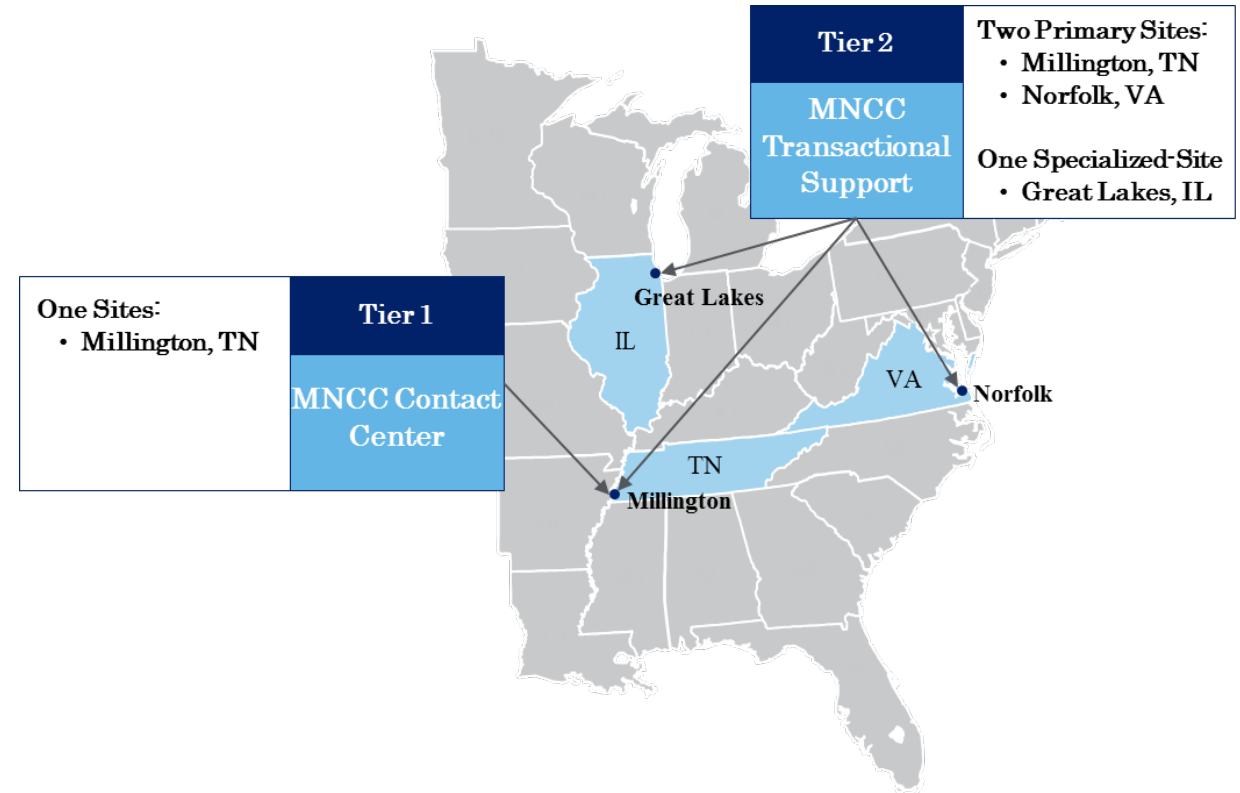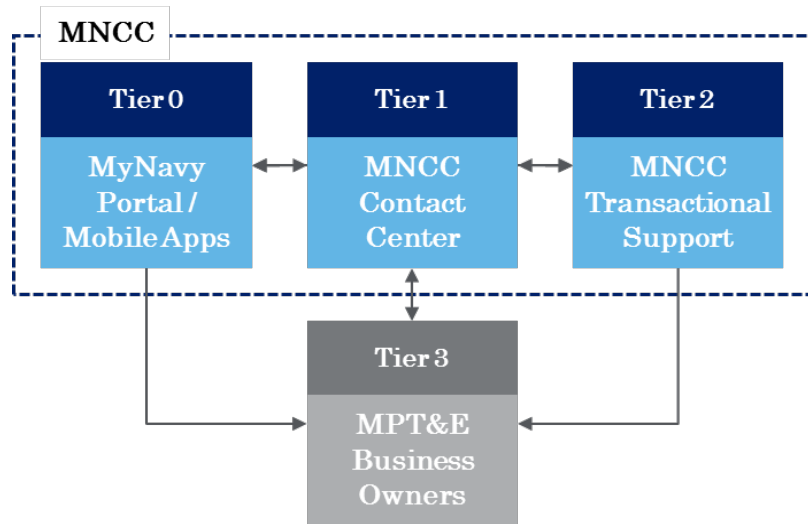
MNCC Beta

Where are we now?

In late September 2018, the Navy launched the first phase of MyNavy Career Center – MNCC Beta, which provides 24/7 HR support for Sailors and their families through tiered service delivery: MyNavy Portal (MNP) (Tier 0), the MyNavy Career Center (MNCC) Contact Center (Tier 1) and Subject Matter Experts (SMEs) who provide career planning, pay and personnel support (Tier 2) to Sailors today. MNCC Beta leveraged legacy telephony and Customer Relationship Management (CRM) technologies.

As part of the Beta launch, several key business functions were phased into MNCC:

Beta Objectives:

➤ Serve as an initial Beta launch of the Navy's modern shared services center
➤ Provide Sailors with tiered service delivery and increased self-service capabilities
➤ Improve targeted HR functional areas

MNCC Beta

Operational Improvements

To stand-up the MNCC Contact Center the pre-existing Navy Personnel Command (NPC) Customer Service Center (CSC) was subsumed and enhanced. Operational improvements include:

- Expanding the hours of support from 0700-1900 to 24X7X365.

- Additional CSRs to provide additional capacity to handle Sailor inquiry resolution.

- Significantly increasing the knowledge management system and adding a governance model to keep information current.

- Developing a more complete training curriculum.

- Introduction of a Quality Assurance (QA) methodology that will provide coaching and feedback to the all resources engaged in this new contact center construct on a consistent basis. The quality team will work with the contract lead to provide feedback for their use in providing feedback to agents.

- **Stabilization** of Telephony and CRM platforms currently in place to **safely** support operations, introduce **basic** levels of redundancy and a rudimentary level of acceptable support

- Enhance reporting, dashboards and analytics that provide accurate measurement to understand how Sailors and commands will use the new support organization as well as measuring standard contact center industry metrics that will evaluate the organization's ability to respond to and resolve the customer interactions in all channels.

- Additional government and supervisor resources to conduct and perform service management functions.

- Establishing Continuity of Operations (COOP) capabilities through a Memorandum of Understanding (MOU) with the SCC-LANT Enterprise Service Desk in New Orleans, LA.
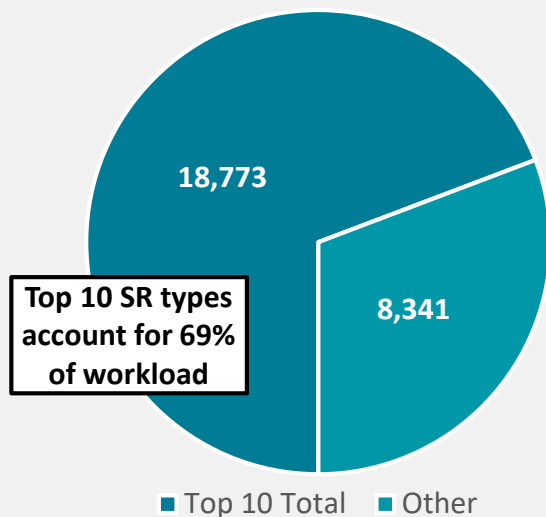
MNCC Beta Operating Model

Glossary
TOPS: Transaction Online Processing System
CPPA: Command Pay and Personnel Administrator

Active and Reserve Sailors

Call

Email

Tier 1: Contact Center

CRM Enabled Transactional Processing

Legacy Transactional Processing

Transactional Support, SMEs and Commands

MyNavy Portal (MNP)
There will not yet be system integration between MNP and the contact center at this stage; however, sailors will be able to manually access program information via MNP.

In Person Interaction

TOPS

TOPS

CPPA
Some functions will require command authorization.

- Between MNCC Beta and MNCC IOC, the team is exploring opportunities to continue the service improvement process on an iterative basis.
- Following MNCC Beta go-live, the team has worked with MNCC transactional support team and PERS-2 to evaluate feasibility and value of gradually introducing new process improvements and support functions to MNCC.

		FCR* G	AHT* G	CSAT* G
What are we doing?	**How are we doing?**	77% (↓ 3%)†	14.0 min (↑ 2.9 min)†	88% (↑ 2%)†

MOC

Total SR Volume by Type

18,773

8,341

Top 10 SR types account for 69% of workload

■ Top 10 Total   ■ Other

*Top 10 SR types are in backup slide

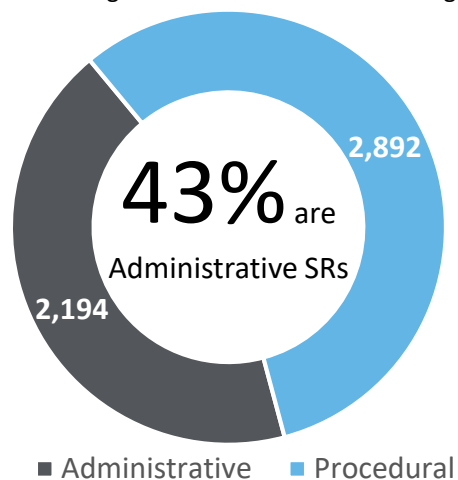### Total SR Trend Open vs Closed (incl. % transferred SRs to Tier 2) by Day**

Tier 1 resolved 81% of SRs, and 19% of SRs were transferred to Tier 2 for resolution

■ Total SRs Created   ■ Calls Offered   — Percent SRs Transferred to Tier 2
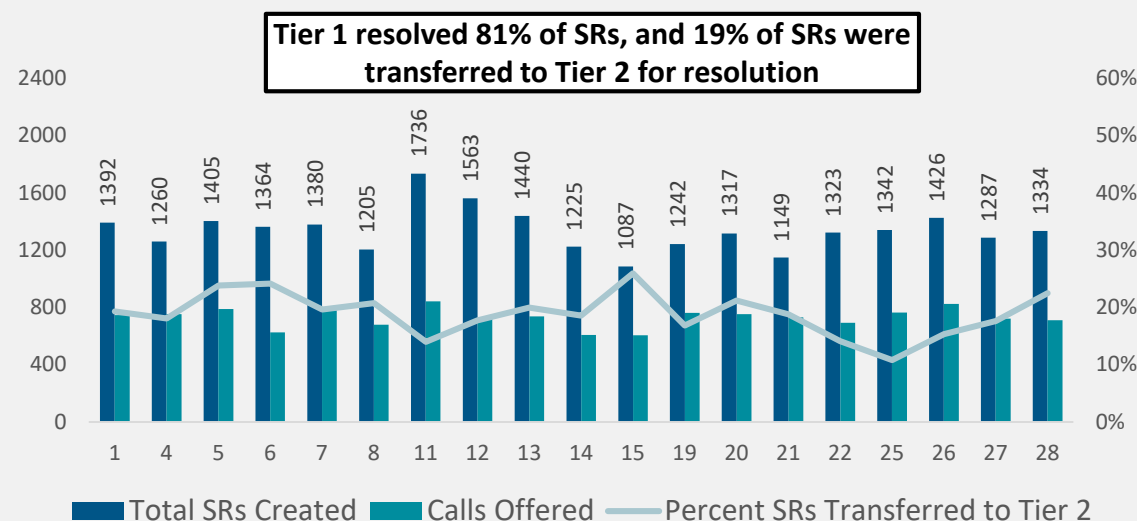
Key Findings:

- SR volume averages 1,331 contacts per day on weekdays, and 176 contacts per day on weekends
- Tier 1 resolved 81% of SRs; and 19% of SRs were transferred to Tier 2 for resolution
- Top 10 SRs type account for 69% of the total SRs received
- 94% of SRs closed within 3 days, 3% within 4-5 days, and 3% closed within 6+ days

Tier 2

Total SR Volume (Admin vs. Procedural)

Administrative SRs could potentially be resolved at Tier 1 through additional KMAs and Training

2,892

2,194

43% are Administrative SRs

■ Administrative   ■ Procedural

Total Tier 2 SR Trend Open vs Closed (inc. % of opened SRs 6+) by Day**

On avg. there are 757 open Tier 2 SRs per day, and ~41% percent are open for 6+ days on avg.

■ Tot. T2 SRs Open   ■ Tot. T2 SRs Closed   — % T2 SRs (6+ Day)
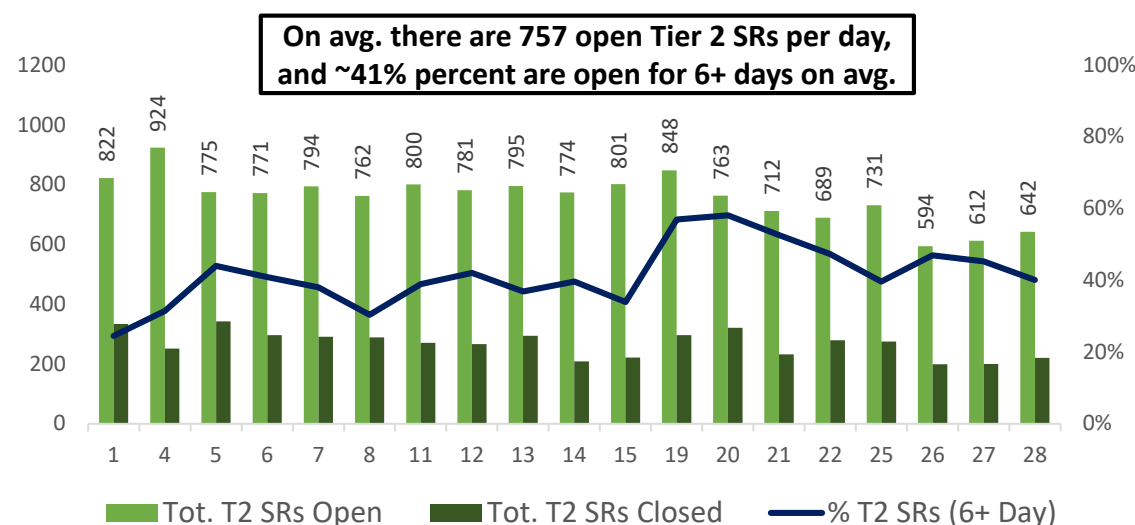
Key Findings:

- There were 311 SRs open 6+ days on average per day
- Tier 2 closes 268 SRs per day on average
- Top 5 Tier 2 Nodes receive 47% of all Tier 2 SRs
- 17% of Tier 2 procedural SRs take 6+ days to close
- 43 % of Tier 2 SRs are administrative, down 5% from January 2019

MNCC IOC: September 2019

Telephony

Omni-channel Contact Center Solution procured and stood up to replace all existing Avaya functionality. Infrastructure replaced in MNCC contact centers and new MPLS circuits installed.

CRM

Enterprise CRM procured, existing functionality of Oracle system transferred over, and new CRM integrated with MNP.

CAVE

The functional alignment of CAVE (Credentialing, Apprenticeship, and Voluntary Education) into MNCC.
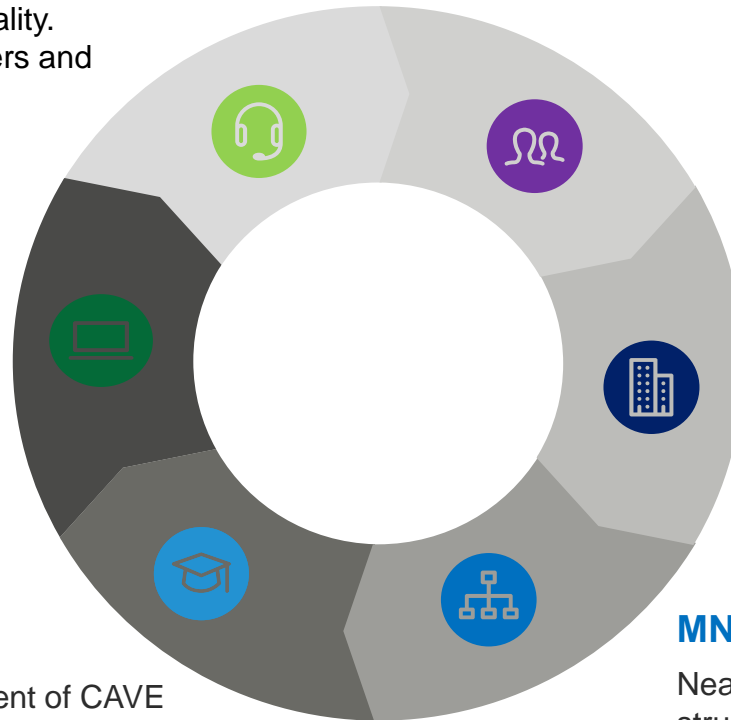
Contact Center Labor

Award of a new contact center labor contract. Full transition of operations to newly contracted vendor complete.

Little Creek (B-3510) Contact Center Facility

Renovation of B-3510 complete - to include technical infrastructure installation, furniture delivery; facility operationally ready.
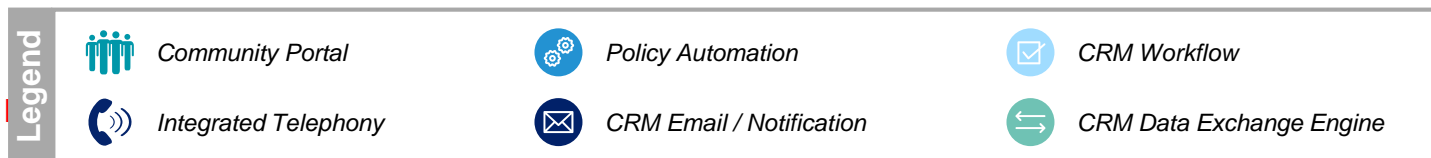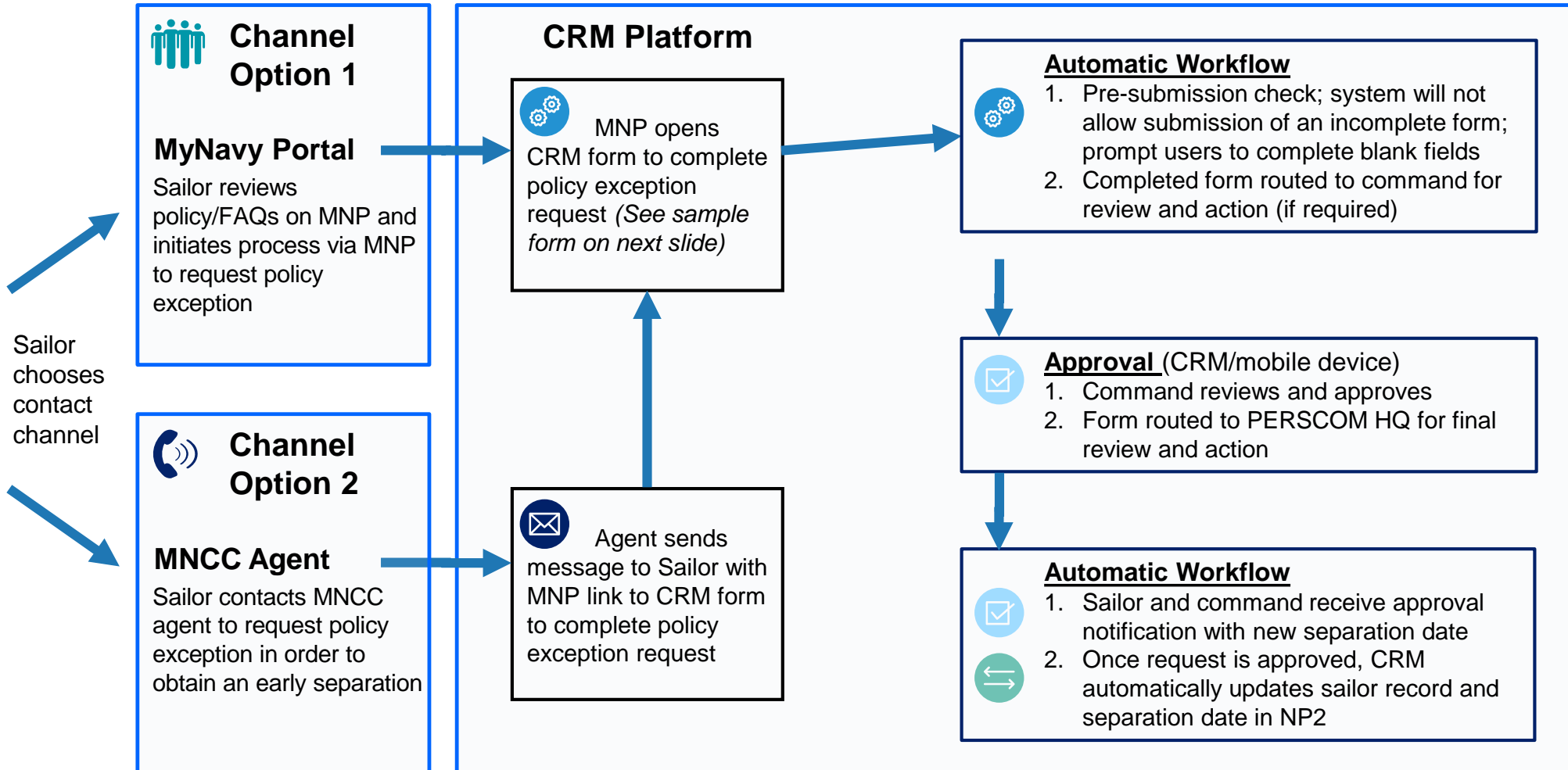
MNCC Org Structure

Near and long-term organizational structures approved with a timeline for implementation; establishment of all requisite positions complete.

Example Future State CRM Capabilities Visioning

Sailor identifies the need for an early separation from service with the Navy; and has either received a rejected request for early separation or has discovered through other means that the request is non-conforming to Navy policy

Sailor chooses contact channel

Channel Option 1

MyNavy Portal

Sailor reviews policy/FAQs on MNP and initiates process via MNP to request policy exception

Channel Option 2

MNCC Agent

Sailor contacts MNCC agent to request policy exception in order to obtain an early separation

CRM Platform

MNP opens CRM form to complete policy exception request *(See sample form on next slide)*

Agent sends message to Sailor with MNP link to CRM form to complete policy exception request

Automatic Workflow
1. Pre-submission check; system will not allow submission of an incomplete form; prompt users to complete blank fields
2. Completed form routed to command for review and action (if required)

Approval (CRM/mobile device)
1. Command reviews and approves
2. Form routed to PERSCOM HQ for final review and action

Automatic Workflow
1. Sailor and command receive approval notification with new separation date
2. Once request is approved, CRM automatically updates sailor record and separation date in NP2

Legend

	Community Portal		*Policy Automation*		*CRM Workflow*
	Integrated Telephony		*CRM Email / Notification*		*CRM Data Exchange Engine*

Example Future State CRM Capabilities Visioning (cont.)

Policy Exception Request for Early Separation from Service
Form A.B.C.10022018

[**Save**] [**Submit**]

Policy Document Identifier

<Field auto-populates>

Policy Sub-Section Identifier

<Sailor enters applicable sub-section> reference>

Target Separation Date (as currently in NP2)

<Field auto-populates>

Requested Early Separation Date

<Sailor enters requested date>

Assigned Unit (as currently in NP2)

<Field auto-populates>

Assigned Unit (Use field only if incorrect on left)

<Sailor enters correct unit assignment>

Immediate Superior

<Field auto-populates>

Immediate Superior (Use field only if incorrect on left)

<Sailor enters requested superior name>

Reason Category for Early Separation Request

<Select reason from drop-down list> ▼

Detailed Description of Justification for Request

<Free text field>

Required field for sailor input